MILITARY SURFACE DEPLOYMENT AND DISTRIBUTION COMMAND

RECOGNIZING IMPORTANT FEATURES IN TODAY'S PERSONAL PROPERTY PROGRAM

MS. DONNA JACK
CHIEF, OPERATIONS & ANALYSIS BRANCH

SDDC SYMPOSIUM
March 22 - 26, 2004

PURPOSE

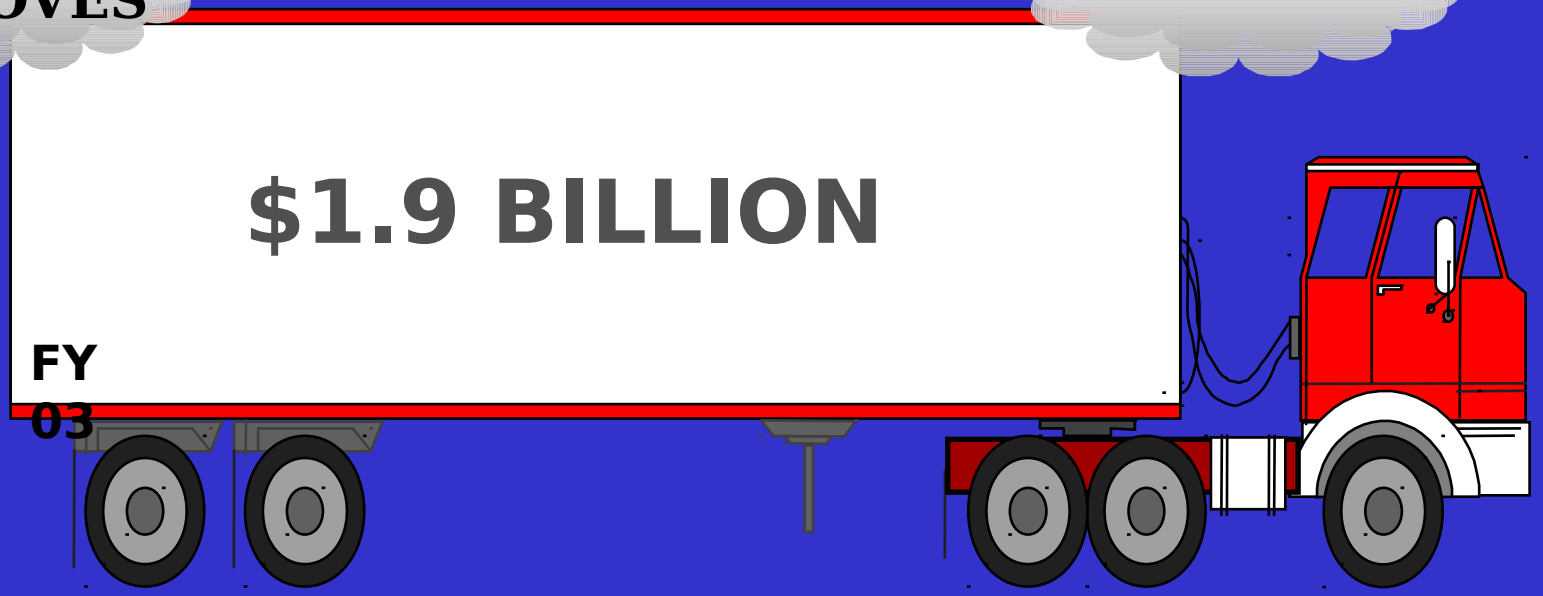
- ACQUAINT YOU WITH THE MISSION AND FUNCTIONS OF THE OPERATIONS & ANALYSIS BRANCH

- PROVIDE INFORMATION ON EFFORTS BEING IMPLEMENTED TO ENHANCE TODAY'S PERSONAL PROPERTY PROGRAM

DOD PERSONAL PROPERTY PROGRAM SCOPE

OVER 500,000 MOVES

APPROXIMATELY 1000 Carriers



DOD IS INDUSTRY'S SINGLE LARGEST CUSTOMER

CARRIER QUALIFICATIONS AND PERFORMANCE TEAM

- **CARRIER QUALIFICATION**
  - Approve, update and support industry & DoD
- **CARRIER PERFORMANCE**
  - Monitor & evaluate approved DoD carriers
  - Investigate & resolve complaints
  - Provide guidance to PPSO worldwide
  - Process carrier appeals
  - Conduct bond recovery
  - Convene carrier review boards
- **MILITARY PERSONAL PROPERTY AND CLAIMS SYMPOSIUM**

RATES TEAM

- **MANAGES DOMESTIC INTERSTATE, INTRASTATE AND INTERNATIONAL RATE PROGRAMS**
  - Maintains/Updates rate solicitations
  - Rates filed semi-annually
  - Verification of letters of intent
- **SPECIAL MOVEMENTS**
  - Special solicitation moves
  - One-Time-Only (OTO) to include boats and mobile homes
  - Volume moves
- **DIRECT PROCUREMENT METHOD COMMERCIAL AIR**

OPERATIONS TEAM

- **STAFF ASSISTANCE VISITS**
- **OPERATIONAL ISSUES**
  - **Shipment tracing**
  - **Frustrated shipments/bankruptcies**
  - **Storage-In-Transit (SIT) warehouse saturation**
  - **Unusual occurrences**
  - **Summer surge/peak season**
- **SPECIAL PROJECTS**
  - **Puerto Rico volume move**
  - **Base realignment/closure**
  - **Defense Transportation Regulation changes**

PERSONAL PROPERTY OFFICE EUROPE & PACIFIC

- POC FOR TRAFFIC MANAGEMENT ISSUES
- CONDUCT STAFF ASSISTANCE VISITS
- CONDUCT TRAINING
  - ANNUAL WORKSHOP
  - AMERICAN EMBASSY STAFF
  - DEPARTMENT OF STATE STAFF
- SOLICIT & APPROVE INTRA-THEATRE HHG RATES (EUROPE)
- POV REGIONAL PROGRAM MANAGER (PACIFIC)

OPERATIONS AND ANALYSIS BRANCH CONTACT INFORMATION

- **QUALIFICATIONS & PERFORMANCE TEAM**
  - ppqual@sddc.army.mil or ppperf@sddc.army.mil
  - DSN 328-3279/3280
- **RATES TEAM**
  - ppdomrates@sddc.army.mil or ppintlrates@sddc.army.mil
  - DSN 328-3281/3282
- **OPERATIONS TEAM**
  - ppops@sddc.army.mil
  - DSN 328-3495
- **PERSONAL PROPERTY OFFICE EUROPE**
  - PPD@eucom.mil
  - DSN 314-430-5558/5313
- **PERSONAL PROPERTY OFFICE PACIFIC**
  - agenaw@pac.sddc.army.mil
  - DSN 315-456-3741

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CARRIER QUALIFICATIONS

MR. ROBERT DAWSON
LEAD TRAFFIC MANAGEMENT SPECIALIST
OPERATIONS & ANALYSIS BRANCH

CARRIER QUALIFICATION PROCESS

- **PROCESS FOR CARRIER QUALIFICATION**
  - **Visit our web site at www@sddc.army.mil**
  - **Click personal property/POV**
  - **Click "How to do business in the department of defense personal property program"**
  - **Establish an Electronic Transportation Acquisition (ETA) account**
  - **Contact information at ppqual@sddc.army.mil**
  - **Applications processed via the web**

CARRIER QUALIFICATION PROCESS (CONTD)

- **REQUIRED DOCUMENTS**
  - Electronic tender of service signature sheet (ETOSSS)
  - List of countries, states & code(s) of service offered
  - Performance bond (submitted by Surety Co)
  - Cargo liability insurance
  - $22,500 per shipment (submitted by Insurance Co)
  - Certificate of independent pricing form
  - Financial statements
  - Additional required documentation

CARRIER QUALIFICATION BENEFITS

- **TRANSPORTATION OFFICES**
  - **Provides new carriers**
  - **Provides a better qualified carrier base**
- **CARRIERS**
  - **Quicker submission process**
  - **Faster notification of acceptance and identification of application errors**
  - **Secure submission environment**
  - **Helps level the playing field (holds everyone to the same standards)**

CARRIER QUALIFICATION DIGITAL CERTIFICATE

- **INFORMATION ON DIGITAL CERTIFICATE**

  - **Department of Defense mandate**
    - **Start Date: April 30, 2004**

  - **Learn about digital certificates**
    - **https://eta.sddc.army.mil/help.asp**
    - **Click on digital certificate frequently asked questions (FAQ)**

  - **Questions: TOPS Help Desk – 800-331-7348**

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RATE REASONABLENESS & INTERIM CUSTOMER SATISFACTION SURVEY

MR. ASIM SIDDIQUI
CONSULTANT (IBM)
OPERATION & ANALYSIS BRANCH

DOMESTIC RATE REASONABLENESS

- **RATE INCREASE ANALYSIS**
  - SDDC performed a rate increase analysis for current domestic and international program.
  - Since 1998, international rates have remained steady
  - Since 2000, domestic rates increased an average of 24% as compared to 6% for the commercial sector

Domestic Winter Cycles				
Time Period	Commercial Sector		DoD	
	Years	Rate Increase	Years	Rate Increase
Past 5 Years	1997 - 2002	23.2%	1997 - 2002	31.9%
Past 2 Years	2000 - 2002	6.0%	2000 - 2002	28.70%

Domestic Summer Cycles				
Time Period	Commercial Sector		DoD	
	Years	Rate Increase	Years	Rate Increase
Past 5 Years	1998 - 2003	22.8%	1998 - 2002 (4yr)	22.5%
Past 2 Years	2000 - 2002	5.9%	2000 - 2002	18.20%

DOMESTIC RATE REASONABLENESS (CONTD)

- **RATE REASONABLENESS (RR) FOR THE CURRENT PROGRAM**
  - **Several RR options were evaluated for the current program**
  - **Administrative High approach was selected, which was a compromise between SDDC's preferred methodology and industry's recommended solution**
  - **Rate reasonableness will be effective for the domestic interstate program in Summer 2004**
- **RATE REASONABLENESS FOR FAMILIES FIRST**
  - **Several RR methodologies are currently being evaluated for Families First**

INTERIM CUSTOMER SATISFACTION SURVEY (ICSS)

- **ICSS HIGHLIGHTS**
  - **Families First embraces "Best Value Score (BVS)", rather than current lowest cost methodology**
  - **BVS = 70% Performance (50% CSS + 20% Claims Score) + 30% Rate Score**
  - **SDDC has developed ICSS (a web based application)**
  - **ICSS allows Service Member (SM) to evaluate their move**
  - **In this phase, only Domestic Household Goods, International Household Goods and International Unaccompanied Baggage will be surveyed**

INTERIM CUSTOMER SATISFACTION SURVEY (CONTD)

- All PPSO/PPPO will receive ICSS counseling instructions from SDDC
- After the shipment is delivered the SM will receive 3 email reminders to complete the survey online
- If a SM is not able to complete the survey on-line, he may receive a call from our call center
- Number of shipments moved by each TP determines their required statistically valid sample

INTERIM CUSTOMER SATISFACTION SURVEY (CONTD)

- Survey data collected in this phase will be used to calculate the BVS for TPs, which will be used when Families First begins
- New TPs will provide SDDC with internal CSS results which will be validated by a 3rd party
- CSS will continue to be part of Families First and will be used to continuously update BVS of TPs
- ICSS is expected to go-live in April 04. All shipments moved in the current program could possibly be evaluated

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TOPS UPDATE

MS. ETHEL ANDERSON
CHIEF, PASSENGER & PERSONAL PROPERTY
SYSTEMS BRANCH

TOPS UPDATE
CURRENT PROGRAM STATUS

- CONTINUED OPERATIONS AND MAINTENANCE
- SYSTEM RESPONSE CENTER
  - TOPS Help Desk Support
- SOFTWARE PROBLEM REPORT FIXES
- TOPS TRAINING SUPPORT
- SUPPORT OF SDPP INITIATIVES

TOPS UPDATE
UPCOMING RELEASES

- **Release 9.5** **Ongoing**
  - Security Protocols Upgrade
- **Release 9.5.1** **Ongoing**
  - DPM sequence number increase
- **Release 9.6** **2nd Qtr 04**
  - 29 Problem Report Fixes
- **Release 9.7** **3rd Qtr 04**
  - 23 Problem Report Fixes
- **Release 9.8** **TBD**
  - 14 Problem Reports being prioritized by Services

Note: TOPS-PPPSB Website provides more detail info on releases

TOPS UPDATE
ONGOING INITIATIVES

- **CWA/POWER TRACK INTERFACE**
  - Automated electronic billing and payment
  - Phase 1 software development implements under TOPS
  - IV & V software testing support
  - TOPS/CWA Training support
- **PERSONAL PROPERTY CONSIGNMENT GUIDE ON-LINE**
  - On-line receipt of consignment Info
  - On-line update of consignment Info
  - Validate letter of intent
  - Provide view capability
  - Allows SDDP staff edit/delete/add info

TOPS UPDATE (CONTD)

- ENHANCEMENTS TO PPQ-WEB
- FUNCTIONAL WORKSHOP TRAINING
  - None scheduled for FY 04
- TOPS – CWA/POWERTRACK PHASE 1 TRAINING SUPPORT
- TOPS SYSTEMS ADMINISTRATOR TRAINING
  - Basic/Intermediate & Advance
- HARDWARE MAINTENANCE TRANSITION
- USER MANUAL UPDATES

TOPS UPDATE CONTACT

Help Desk/Customer Service
1-800-331-7348

Web Site Address
www.sddc.army.mil
Go to Personal Property
Go to TOP-PPPSB

Contact
Ethel J. Anderson, Chief PPPSB
andersone@sddc.army.mil
DSN: 328-2585 Commercial: 703 428-2585
Fax # 703 428-3313

QUESTIONS
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